

## Senate Bill No. 1948

### CHAPTER 556

An act to add Section 12921.15 to the Insurance Code, relating to the Insurance Commissioner.

[Approved by Governor September 17, 1998. Filed  
with Secretary of State September 18, 1998.]

#### LEGISLATIVE COUNSEL'S DIGEST

SB 1948, Sher. Insurance Commissioner: duties.

Existing law requires the Insurance Commissioner to establish a program to investigate and respond to certain complaints and inquiries from members of the public. Existing law requires the program to include guidelines to disseminate complaint and enforcement information on individual insurers to the public, as specified.

This bill would require the commissioner, on or before July 1, 1999, to prepare a written report, to be made available by mail by the Department of Insurance to interested individuals upon written request, and through the department's consumer toll-free telephone number and through the Internet website and transmitted via electronic mail if the individual has the ability to obtain the report in this manner, that details complaint and enforcement information on individual insurers in accordance with those guidelines. This bill would require that no complaint information shall be included in this report that has not first been provided to the insurer, as specified.

*The people of the State of California do enact as follows:*

SECTION 1. Section 12921.15 is added to the Insurance Code, to read:

12921.15. On or before July 1, 1999, the commissioner shall prepare a written report, to be made available by the department to interested individuals upon written request, that details complaint and enforcement information on individual insurers in accordance with guidelines established under paragraph (5) of subdivision (a) of Section 12921.1. The report shall be made available by mail through the department's consumer toll-free telephone number and through the department's Internet website and transmitted via electronic mail if the individual has the ability to obtain the report in this manner. No complaint information shall be included in the report required by this section that has not been provided to the insurer in accordance with subdivision (c) of Section 12921.1.

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